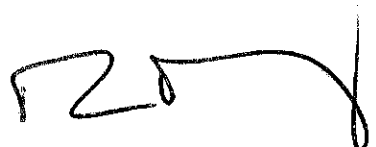


**DATE:** January 22, 2015  
**TO:** WIA Subrecipients  
**FROM:** Rogelio Valdez, Deputy Director  
Employment & Business Solutions Division  
**SUBJECT:** Demand Driven Service Delivery

WIAB 16 -14



The Employment and Business Solutions division is shifting to a demand driven approach. Demand-driven simply means the employer is the customer, and focuses our efforts on linking qualified workers to them (short term needs) and to understand their workforce needs and engage with others to help develop a talent pipeline (longer term needs). Transitioning to this model will require innovative thinking and changing service delivery techniques. The investment of Idaho's training program dollars under the new Workforce Innovation and Opportunity Act (WIOA) that replaces WIA, should continue to focus on placements in higher wage occupations that will ultimately facilitate job growth. The assessment process must include goals in participant development to meet regional and/or state in-demand occupations. Working closely with our business partners and recruiters will help ensure programs maintain the focus on employer-driven hiring needs.

Please note that WIOA recognizes the need for limited amounts of supportive services directly related to program participation in authorized activities. Supportive services are not a replacement for programs such as TANF assistance, housing assistance, and mental health services. The WIOA program dollars should not be focused on supportive services such as rental payments, car insurance, and cell phones. The Grants Unit will be assessing payments with this in mind. Please make sure that documentation in participant case notes clearly state how supportive services and activities link to the demand driven model. If you have questions or need additional technical assistance on this issue, please let your supervisor or manager know so we can discuss further.